



**European Association of Hotel and Tourism  
Schools  
(Association européenne des Ecoles d'Hôtellerie  
et de Tourisme)**

**ACTIVITY REPORT  
Academic year 2019/2020**

# 1. 32<sup>nd</sup> AEHT Annual Conference in Split (HR)

## 1.1. General aspects and content<sup>1</sup>

The Annual Conference is the AEHT's flagship event and is held once a year in a different country; the programme includes meetings of the Presidium, the Executive Board and the General Assembly, as well as a series of contests, which enable students to compete in a variety of disciplines in multicultural teams thus subscribing to the values of EU.

The conference in Split was the first one to present a three-day Academic programme intended for school principals, managers, experts in the tourism industry, higher education experts and all parties interested.

Tourism and Catering school, Split – Regional Competence Centre has hosted the 32<sup>nd</sup> AEHT Annual conference and competitions in Split, Croatia from November 11<sup>th</sup> to 16<sup>th</sup>, 2019. The school was founded in 1960 as *Catering school with practical training, Split*. In addition to its everyday General education classes, the school has been carrying out Adult education programs.

At this moment there are 620 regular students and around 250 attendees of Adult education programs. Alongside their regular programs such as: hotel and tourism technician, tourism and hotel commercialist, cook, waiter, pastry, assistant cook, assistant pastry, assistant waiter, a number of formal and informal programs are carried out, meeting the needs of tourism industry and labor market in the field of tourism and catering. The school employs 80 people, of which 69 are teachers.

In future, and through the newly founded Regional Centre of Competence, emphases will be placed on lifelong education programs which will enable attendees to gain new skills and knowledges necessary for labor market.

Special attention will be aimed at promoting vocational teachers' competences, upgrading basic pedagogic competences of mentors from the tourism sector, as well as developing competences of the unemployed, needed by the labor market.

Main goal of the 32<sup>nd</sup> AEHT Annual Conference was promoting European values accepting divergence, multiculturalism and teamwork in hospitality and tourism industry, among other things:

- Giving insight into competences, professionalism, skills and careers in tourism;
- Upgrading image and professionalism of hospitality and tourism education in Croatia;
- Encouraging contacts between schools around Europe;
- Promoting familiarization with Croatian education system;
- Exchange of good practice between teachers and students;
- Sharing teaching methods, materials, skills and knowledge.

32<sup>nd</sup> AEHT Annual Conference has attracted 599 participants (739 with in-house participants) including: 53 principals, 191 teachers and mentors, and 310 students from 101 schools coming from 30 different countries.

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<sup>1</sup> Extract of the AEHT conference 2019 report submitted by the organizers to the AEHT Head Office in 2020.

All participants: pupils and students, teachers and mentors, principals, professionals and other guests were accommodated in the Hotel Le Meridien Lav 5\* where all the competitions, Presidium working sessions, Executive board meeting and General assembly of the AEHT were held. The opening ceremony was held at the splendid Croatian National Theatre in Split, after which guests attended a reception at the Diocletian palace's basements. The closing of the 32<sup>nd</sup> AEHT Annual Conference and the prize-giving ceremony were held in Hotel Le Meridien Lav during a gala dinner created by gastronomy teachers and served by students of Tourism and Catering school, Split. During the entire competition period, a market of authentic local products was organized for the guests to try smoked ham (pršut), wine, olive oil, canned fish, etc.

On the November 13<sup>th</sup>, 2019 the final conference of the Fit4Work Erasmus project was held. This project was conducted by Tourism and Catering school Split with its partners. The aim of the project was training vulnerable groups for jobs in tourism. Through this project five training programs were created as well as an e-learning platform. The project was funded by the EU and its value amounts 1.948.063,00 kn (260.000,00 €).

Organizing the 32<sup>nd</sup> AEHT Annual Conference was a great challenge for the staff of the Tourism and Catering school, Split but at the same time it was an opportunity to promote professional skills and competences in tourism industry of Croatia in the 21<sup>st</sup> century.

Organizers are sure that this conference had a large impact in promoting Split, Podstrana and Croatia as tourist destination. The event itself and its organization was praised by numerous participants, highlighting it as an example for future hosts, thus making it an additional incentive for Tourism and Catering school employees to carry on with new projects.

## 1.2. Programme

Conference Programme			
Day	Time	Activites	Location
<b>Monday, 11/11/2019</b>			
	8.00 - 18.00	Arrival	Central train/bus station
	19.00-21.30	Dinner	Hotel
	21.00-23,00	Meeting of the Judges	Hotel
<b>Tuesday, 12/11/2019</b>			
	7.00 - 9.30	Breakfast	Hotel
	9.15 - 9.45	Transfer to CNT	Bus
	<b>10.00 - 11.00</b>	<b>Opening Ceremony</b>	<b>Croatian National Theater</b>
	11.15 - 11,45	Millenium photo	In front of the CN Theater (postponed due to bad weather conditions)
	12.15 - 13.30	Lunch	The basement halls of Diocletian's Palace
	13.30 - 14.00	Transfer to hotel	Bus
	14.00 - 19.00	Meeting of the Presidium	Hotel
	14.15-15.30	Briefing Part I. (MasterClass I&II)	Hotel
	15.30-18.30	Briefing Part II. (All Competitions)	Hotel
	19.00-21.30	Dinner	Hotel
	21.00-24.00	Party/Entertainment	Hotel

<b>Wednesday, 13/11/2019</b>			
	7.00 - 9.30	Breakfast	Hotel
	8.30 - 17.00	Competitions	Hotel
	8.30 - 13.00	Excursions	1. Salona-Trogir Unesco Heritage Tour 2. Games of Thrones-Klis & Ethno Village Tour
		Presentation	Certification in Hotel Industry Analytics (CHIA)
	9.30 - 13.00	Meeting of Executive Board	Hotel
	10.30-11.30	Presentation Fit4Work	Hotel (Grand Dalmacija I)
	12.00-15.00	Lunch	Hotel
	14.00-17.00	Excursions	Split sightseeing
	18.30	AEHT Academic Program Exclusive Welcome Reception	In front of the Reception
	19.00-21.30	Dinner	Hotel
	21.00-24.00	Party/Entertainment	Hotel
<b>Thursday, 14/11/2019</b>			
	7.00 - 9.30	Breakfast	Hotel
	8.30 - 17.00	Competitions	Hotel
	8.30 - 13.00	Excursion	1. Salona-Trogir Unesco Heritage Tour 2. Games of Thrones-Klis & Ethno Village Tour
		Presentation	Certification in Hotel Industry Analytics (CHIA)
	9.30 - 13.00	General Assembly	Hotel
	12.00 - 15.00	Lunch	Hotel
	14.00 -17.00	Excursions	Split sightseeing
	14.00 - 21.30	AEHT Academic Program Exclusive tour & dinner	Tour Competition Area Split sightseeing Dinner in Old Town Split
	19.00 - 21.30	Dinner	Hotel
	21.00 - 24.00	Party/Entertainment	Hotel
<b>Friday, 15/11/2019</b>			
	7.00 - 8.30	Breakfast	Hotel
	8.30 - 16.00	Excursion	Excursion - NP Krka
	9.00 -17.00	AEHT Academic Program Exclusive at the University Campus Split	University Library (Vasko Lipovac Gallery)
	18.45- 23.00	Cocktail „Alka“ Gala dinner Prize giving and Closing ceremony	Hotel (Grand Dalmacija)
	23.00	After Party	Hotel
<b>Saturday, 16/11/2019</b>			
	7.00 - 9.30	Breakfast	Hotel
		Departure	

## 2. STATISTICS:

### 2.1. Overall figures

- Altogether 739 people participated in the conference
- Number of registered participants: 599

Principles/directors	53
Teachers/mentors	191
Pupils/students	310
Partners and other guests	45
<b>Total</b>	<b>599</b>

- 10 most represented countries

ID	Country	Number of participants
1	Nederland	86
2	Croatia	79
3	Austria	63
4	Italia	61
5	Slovenia	36
6	Belgium	34
7	Portugal	34
8	France	33
9	Estonia	24
10	Lithuania	23

- Tourism and Catering school Split, - Organizational Committee (140)

Principal	1
Teacher	13
Students	95
Administrative and technical staff	4
External partners	27
<b>Total</b>	<b>140</b>

## 2.2. Competitors

- By competitions

<b>ID</b>	<b>Competition</b>	<b>Number of competitors</b>
1	Barista	16
2	Cocktail	29
3	Culinary art	56
4	Decathlon	34
5	Front Office	31
6	Hospitality Management	12
7	Pastry	34
8	Restaurant Service	37
9	Tourism Destination	41
10	Wine Service	20
<b>Total</b>		<b>310</b>

- By countries (10 most numerous)

<b>ID</b>	<b>Country</b>	<b>Number of competitors</b>
1	Nederland	53
2	Croatia	45
3	Austria	38
4	Italia	31
5	Slovenia	23
6	Belgium	19
7	France	18
8	Portugal	15
9	Lituania	11
10	Estonia	10

### **2.3. Participation in programme activities**

<b>Excursion</b>	<b>Number of participants</b>
Split Sightseeing Tour <ul style="list-style-type: none"> <li>• Visit of the town's historic quarter</li> <li>• Visit of the Diocletian Palace</li> </ul>	156
Game of Thrones & Ethno Village Tour Visit of the legendary Klis Fortress. The fortress is also known as one of the venues of the saga Game of Thrones <ul style="list-style-type: none"> <li>• Visit of the Ethno Village Stella Croatia</li> </ul>	198
Krka National Park & Šibenik <ul style="list-style-type: none"> <li>• Tour of the Park Krka, starting with the Ethno exhibition, and finishing with the beautiful waterfall of the Krka river – Skradinski Buk</li> <li>• Short visit of Šibenik, old Croatian town dating back to 1066</li> </ul>	439
Salona & Trogir UNESCO Heritage Tour <ul style="list-style-type: none"> <li>• Visit of the Unesco archeological site of the Ancient Salona</li> <li>• Visit of the Trogir's historic quarter</li> </ul>	147

### **2.4. Participation in comparison with former years**

<b>Participation at AEHT Annual Conferences</b>					
<b>Year</b>	<b>Location</b>	<b>Organising country</b>	<b>Schools</b>	<b>Countries</b>	<b>Participants</b>
2019	Split	Croatia	101	30	599 <sup>2</sup>
2018	Leeuwarden	The Netherlands	87	19	530 <sup>3</sup>
2017	Ostend	Belgium	97	24	633 (947 <sup>4</sup> )
2016	London	United Kingdom	104	23	544
2015	Cervia	Italia	118	29	603
2014	Belgrade	Serbia	94	28	569
2013	Savona, Barcelona, Palma, Ajaccio, Marseille	AEHT Head Office	112	33	721
2012	Ohrid	Rep. of Macedonia	117	30	575
2011	The Hague	The Netherlands	109	32	617
2010	Lisbon	Portugal	143	29	652
2009	Dubrovnik	Croatia	132	30	690
2008	Kuressaare	Estonia	130	32	660
2007	Jesolo Lido	Italy	137	33	650
2006	Killarney	Ireland	136	32	660
2005	Antalya	Turkey	130	31	646
2004	Bled	Slovenia	135	34	620
2003	Copenhagen	Denmark	140	28	564
2002	San Remo	Italy	139	29	705

<sup>2</sup> Not including VIPs, AEHT guests, organizing staff, aso.

<sup>3</sup> Not including VIPs, AEHT guests, organizing staff, aso.

<sup>4</sup> Including the organizing team of students, managing committee and partners

<b>Participation at AEHT Annual Conferences</b>					
<b>Year</b>	<b>Location</b>	<b>Organising country</b>	<b>Schools</b>	<b>Countries</b>	<b>Participants</b>
2001	Linz	Austria	105	33	601
2000	Berlin	Germany	120	23	641
1999	Luxembourg	Luxembourg	127	24	940
1998	Faro/Vilamoura	Portugal	123	21	640
1997	Zandvoort	The Netherlands	115	23	596
1996	La Rochelle	France	101	19	814
1995	Gothenburg	Sweden	107	20	620
1994	Portrush	Northern Ireland	75	16	393
1993	Sciacca	Italy	75	15	500
1992	Antalya	Turkey	(71)	17	300
1991	Herk de Stad	Belgium	(64)	(16)	(332)
1990	Setubal-Troia	Portugal	(51)	(16)	(273)
1989	Anavyssos	Greece	39	16	(220)
1988	Strasbourg-Illkirch	France	25	16	(80)

## **2.5 Financial Report – AEHT Annual Conference 2019**

<b>EXPENSES</b>	<b>in EUR (inclusive of VAT)</b>
Accommodation	232.682,38
Catering	20.897,25
Transfers	43.766,44
Competitions costs	96.715,93
Staff costs	45.782,93
General expenditure	20.134,23
Cost of cultural events and excursions	19.517,67
Cost of written and visual communication, design and print work, gadgets	16.912,58
<b>TOTAL</b>	<b>496.409,41</b>

<b>INCOMES</b>	<b>in EUR (inclusive of VAT)</b>
Registration fees	396.873,72
(Unpaid fees (IE001))	(5.595,00)
Split-Dalmatia County	20.134,23
Sponsors (including contributions in kind)	47.321,25
<b>TOTAL</b>	<b>464.329,20</b>

<b>FINAL RESULT</b>	<b>-32.080,21</b>
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### 3. Head judges' working group

A few years ago, the organisational guidelines committee had been replaced by a head judges working group bringing together all head judges of the competitions taking place during the Annual Conference.

The head judges meet several months prior to the Conference to inspect the venue/facilities of the forthcoming competitions and to set up the programme and the official guidelines with the organizing team. This way competition documents are earlier available to the participating schools, allowing them to prepare well in advance to the various competitions.

In 2020, the composition of the head judges' working group initially remained unchanged compared to 2019. No country was any longer represented more than once in this group.

Composition of the head judges' working group 2020		
Competition	Head judge	E-mail address
Pastry	Ronny Thill	ronald.thill@education.lu
Wine service	Henk van der Meer	H.vandermeer@fcroc.nl
Cocktail	Thomas Gasteiner	thomas.gasteiner@hltsemmering.ac.at
Barista	Alfio Rivalta	alfio_rivalta@libero.it
Tourist destination	Asdis Vatnsdal	asdis.vatnsdal@mk.is
Front office	Emil Juvan + Ilja S. van Reeuwijk-Jopp	emil.juvan@fts.upr.si
Management	Theo Verkoyen	theo.verkoyen@vives.be
Decathlon	Marcus Hallgren	marcus.hallgren@koping.se
Culinary arts	Alexandre Ferreira	alexandre.ferreira@turismodeportugal.pt
Restaurant service	Guillaume Staquet	Guillaume.Staquet@ac-versailles.fr

The members of this group met on 7<sup>th</sup> March 2020 in Aveiro (PT) on the occasion of the AEHT Executive Board meeting and the preparatory meeting of the next Annual Conference in above mentioned town.

In spring 2020, due to the pandemic, the Presidium had however to take a difficult decision with the replacement of the Annual Conference in Aveiro by a virtual conference, that could only ensure the organization of 3 out of the 10 competitions organized in normal times, leaving 7 head judges without assignment.

### 4. AEHT events calendar

Due to the pandemic, several events scheduled during the first half of 2020 had to be cancelled.

• **General overview of AEHT events organized under the aegis of the AEHT**

Date	City	Event	Participants
<b>2019</b>			
16 <sup>th</sup> to 19 <sup>th</sup> September	Maribor (SI)	Seminar for the WSET® (Wine and Spirit Education Trust) Level 1 and 2 - Awards in Wines and Spirits	9 participants from 4 AEHT member schools from 2 countries
23 <sup>rd</sup> – 24 <sup>th</sup> October	Prešov (SK)	Eurocup 2019 – 27 <sup>th</sup> edition of the Junior bartenders and barista competition organized in collaboration with the Prešov Cognac Academy	The bartender competition hosted 60 competitors from 28 schools from 5 countries including 6 AEHT members schools from 3 countries. In addition, the barista competition welcomed 11 contestants from 8 schools from 3 countries, including 4 AEHT members schools from 3 countries.
1 <sup>st</sup> – 6 <sup>th</sup> December	Barcelona (ES)	28 <sup>th</sup> edition of the Christmas in Europe event	More than 120 participants from 21 AEHT member schools from 16 countries
Date	City	Event	Participants
<b>2020</b>			
January 20 <sup>th</sup> - 24 <sup>th</sup>	Maribor (SI)	1 <sup>st</sup> Hospitality Crossroads Erasmus Week for teaching staff, Maribor (SI)	2 teachers from the Czech Republic and 1 from Spain besides Slovene participants
February 17 <sup>th</sup> - 18 <sup>th</sup>	The Hague (NL)	1 <sup>st</sup> edition of the International Competition 'Show me the concept' based on the creation of a concept related to a food truck, local specialties, 20/80 rule or meat or fish	25 participants from 12 AEHT member schools from 8 countries
March 20 <sup>th</sup>	St. Pölten (AT)	Flair & Style Bartender contest	postponed due to the COVID-19 pandemic
March 31 <sup>st</sup> – April 2 <sup>nd</sup>	Bled (SI)	15 <sup>th</sup> Bartender G&T Competition	postponed due to the COVID-19 pandemic
April 8 <sup>th</sup> - 11 <sup>th</sup>	Castel San Pietro Terme (IT)	22 <sup>nd</sup> edition of the Bartolomeo Scappi International Competition (barista, bar, sommelier, pastry, cooking, oeno-gastronomic exhibition competitions)	postponed due to the COVID-19 pandemic
May	Portugal	7 <sup>th</sup> AEHT Youth Parliament on "Climate Change & the Hospitality, Travel and Tourism Industries"	postponed due to the COVID-19 pandemic
May	Famagusta (island of Cyprus)	9 <sup>th</sup> edition of the HEG seminar for teachers and directors (for EQF level 5 and up) on "Enhancing training methodologies by the use of Simulators"	postponed due to the COVID-19 pandemic
May 18 <sup>th</sup> - 24 <sup>th</sup>	Senigallia (IT)	OPEN – student competitions & didactic and teacher training event	postponed due to the COVID-19 pandemic
June 11 <sup>th</sup> - 20 <sup>th</sup>	Ponta Delgada, Azores (PT)	10 FEST AZORES 2019 – 10 days, 10 chefs	postponed due to the COVID-19 pandemic

## 5. Christmas in Europe 2019<sup>5</sup>

From December 1<sup>st</sup> to 6<sup>th</sup>, 2019 the Jesuites Sarrià Sant Ignasi Hotel and Tourism Management School hosted in the Catalan capital Barcelona the 28<sup>th</sup> edition of Christmas in Europe event, one of the AEHT flagship events co-financed by an ERASMUS PLUS Youth mobility project. They welcomed a total of 21 delegations in particular from Armenia, Croatia (2), Estonia, France, Italy (2), Lithuania, Luxembourg, The Netherlands, Poland (2), Portugal (2), Romania, Russia, Slovenia, Spain, Sweden (2) and Ukraine.

The three pillars of Christmas in Europe were as usual: the exhibition of the culinary traditions and other aspects of the countries present; the European buffet as well as a parade in costumes and a cultural show, all based on each delegation's respective traditions.



*Group picture in front of Jesuites Sarrià Sant Ignasi Hotel and Tourism Management School*

The objective of the exhibition consisted in sharing traditions as well as gastronomic and cultural experiences on the theme of Christmas festivities. During the three days, that lasted the exhibition, the school's main hall became a colourful Christmas fair with stands from different AEHT member schools representing the main Christmas traditions of the respective regions.

On December 2<sup>nd</sup>, after the setting up of exhibition stands, a popular mesmerizing drummer group led the various delegations in traditional costumes throughout the Sarrià old town towards the Plaça de la Vila de Sarrià (Barcelona), where they were received by the Major of the District Sarrià-Sant Gervasi, Albert Batlle Bastardas. After his warm welcoming address to the European guests, he gave the floor to the AEHT participants, who performed some Christmas carols in different languages - rehearsed together beforehand - in presence of many locals amongst which a lot of enchanted children. Back at school, VIPs proceeded to the official opening of the exhibition. Later in the evening, a series of team building activities were organized at the hostel, that fostered the cohesion of the group.

For two evenings, students of half of the participating schools at a time, prepared two European buffets with the most representative recipes from their native countries. The dinner was part of the learning-by-doing activities and aimed at exchanging gastronomic and cultural experiences, as well as establishing contacts with their foreign counterparts. It took the delegations half a day to prepare and to arrange the

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<sup>5</sup> partially based on the article and report submitted by the organizers to the AEHT Head Office in 2020.

dishes in the predetermined spots and the suspense was kept even half an hour more to allow students to make a detailed presentation of their buffet on show, before all guests could start tasting and be totally wowed by the exquisiteness of delicacies exhibited.

Sant Ignasi School organized for all the European hospitality students a series of activities strongly embedded in the Spanish and Catalan tradition and culture. Thus, during the week they could enjoy a batucada exhibition, a dance of poles, the celebration of a Thanksgiving eucharist and a wine tasting from Manuel Ravantós caves, former alumni of the hosting school.

The week ended with an activity in which students had to discover the cultural heritage of modern and gothic art in Barcelona and an artistic and folkloric representation of each delegation about the traditions of each country. Unfortunately, for most delegates the first of these activities was cancelled due to very bad weather conditions (flooding of urban areas).

The finale of the Christmas in Europe event in Barcelona was the gala evening, held on the night of December 5<sup>th</sup>. The multi-purpose hall was set up as a banqueting hall, the guests dressed in evening attire, and there was a very festive menu served, prepared and hosted by the students in Hospitality and Tourism of the Catalan school. The event was accompanied by some amazing performances by different Catalan groups. This segued neatly into the flag ceremony: in absence of Ray Cullen, AEHT Vice-President from Waterford and organizer of the upcoming edition, present on the first days of the event, the AEHT flag was taken up by the Barcelona team and handed over to Remco Koerts and Christiane Keller with the European anthem playing in the background.

When it was time for speeches, AEHT President Remco Koerts thanked the delegations for their commitment and enthusiasm throughout the event and underlined the importance of evolving in a European context for one's personal and professional development. After letting Christiane Keller (aka Christmas Chris) taking the floor to thank and congratulate the participating teams for their stunning performances during these few days dedicated to hospitality, to exchanges and to the Christmas spirit, Remco Koerts presented Josep Maria Ramon, General Director of Jesuïtes Sarrià - Sant Ignasi school, with an amazing encyclopedia on cognac, which had been published to celebrate the AEHT's 30th anniversary and Jordi Ollé, the Director of Vocational Studies and Higher Education and in charge of the practical organization of the event, with some gifts for his team.

In his speech, Josep Maria Ramon said how pleased he was that the delegations had spent these few days in Barcelona in a European spirit, how important such exchanges are for his school and for the European delegates and wished everyone a safe return.

General Secretary Nadine Schintgen complemented Remco Koerts warm thanks to Jo Laengy, retiring from his function as AEHT journalist, by emphasizing the importance of its relentless follow-up work throughout all these decades of the great human adventure which the AEHT represents. He is and will always be - without any doubt - an important member of the AEHT family and stay for ever in our hearts. She concluded that without his work the AEHT archives wouldn't be as extensive and the AEHT secretariat would have been much more laborious. For his devoted and loyal services, he was awarded the title of Honorary member of the AEHT and a gift.

The commitment and the participation of students from different fields of the higher and vocational education and of many staff members of the Sant Ignasi school helped to make the event a great success; students studying Media Management covered all main activities of the event, students from the Sports Management Programme organized a Zumba lead class, students in Hospitality Management were in charge of ensuring a welcoming hospitality to their European guests, and the Culinary Arts students took care of all the meals as well as the Gala Dinner together with their teachers. The closing of the evening was thus marked by the entrance of the different units, both teachers and students, who were treated to a well deserved standing ovation.

If you wish to get a more vivid impression of the different activities, please click on the links below to view the video sequences done by students in audiovisual training at the host school :

<https://youtu.be/Xf-5Q1ZV3Qo>[https://www.youtube.com/watch?v=12PKslKXT\\_Y&feature=youtu.be](https://www.youtube.com/watch?v=12PKslKXT_Y&feature=youtu.be)

<https://www.youtube.com/watch?v=dUXTGkB2lvo&feature=youtu.be>

<https://www.youtube.com/watch?v=MHppbLS00nU&authuser=0>

<https://www.youtube.com/watch?v=rcdn1TDJJa8&authuser=0> .

Don't miss the illustrated article in the September 2020 edition of the AEHT newsletter, published under

<http://www.aeht.eu/en/news/697-newsletter-of-september-2020> .

### **Participation in the Christmas in Europe events - Overview Table**

<b>Participation in the Christmas in Europe events</b>				
<b>Year</b>	<b>Town</b>	<b>Participants</b>	<b>Countries</b>	<b>Schools</b>
2019	Barcelona	120****	16	21
2018	Riga	130****	16	24
2017	Fatima	114****	13	21
2016	San Benedetto del Tronto	95****	11	17
2015	Diekirch	120****	14	23
2014	Prešov	103	13	19
2013	Marseille	99 *	13	16
2012	Budapest	100	14	19
2011	Zagreb	96 ***	15	20
2010	Ponta Delgada	76	11	16
2009	Poznan	115	18	25
2008	Chinon Castle	90 **	13	17*
2007	Semmering	69	12	15*
2006	Orebrö	81	13	16
2005	Fundaõ	7	11	15
2004	Bad Ischl	86	16	18
2003	Senigallia	135	16	22
2002	Kuresaare	70	12	14
2001	Poznan	150	19	20
2000	Rhodes	300	17	18
1999	Bonneville	72	10	12
1998	Podebrady	70	12	13
1997	Espoo	92	14	15
1996	Budapest	90	11	13
1995	Barcelona	70	10	13
1994	Copenhagen	88	13	19
1993	Kaysersberg	110	10	11

\* except organising school / \*\* number to be confirmed by organising school / \*\*\* except Croatian schools who came to help the organisers of the event / \*\*\*\* only a delegation of 5 persons from the organizing school have been taken into account.

## **6. Youth Parliament**

The AEHT Youth Parliament has the following key aims:

- providing networking opportunities and cultural exchanges for students of AEHT member schools;
- enhancing participants' ability to understand and debate some very pressing issue in relation to the hospitality, travel and tourism industries.

- Improving participants’ knowledge of the hospitality, travel and tourism sector, their English language communication skills and their confidence, and giving them the opportunity to elect a Student president to represent the student voice at the next AEHT Annual conference.
- setting up of their own manifesto, containing their agreed solutions to some of the problems associated with the main topic.

Due to the Covid-19 pandemic, the Youth Parliament scheduled for May 2020 in Portugal had to be cancelled.

**Overview Table** of the Youth Parliaments held so far:

<b>Participation in AEHT Youth parliaments</b>			
	<b>Town</b>	<b>Topic</b>	<b>Participation</b>
26 - 31.10.2010	Bad Ischl	“ <b>Working in tourism</b> – today and tomorrow: visions, expectations and <b>challenges</b> for tourist education”.	30 students from 15 European countries
08 - 14.04.2013	Kopavogur (IS)	“Reducing <b>Carbon Footprints</b> – how can today’s tourism services contribute to environmental protection?”	18 delegates from AEHT member schools in 9 countries
22 - 27.04.2014	Porec (HR)	“The Information and Communication technologies ( <b>TIC</b> ) and its influence on the future of tourism”	37 delegates from AEHT member schools in 9 countries
03 - 07.05.2016	London (UK)	“The impact of <b>immigration</b> on the travel and tourism industry in Europe”.	23 participants from 14 AEHT member schools from 8 countries
02 - 06.05.2017	Famagusta, North Cyprus	“ <b>Slow tourism</b> and mass tourism: Can the two meet?”	24 participants from 10 AEHT member schools from 7 countries
30.04.2019 – 03.05.2019	London (UK)	“ <b>Climate Change</b> and the Hospitality, Travel and Tourism Industries”.	24 participants (12 Male and 12 Female) from 19 AEHT member schools in 12 different countries.

## 7. Composition of the AEHT Presidium

After Nuria Montmany’s resignation as AEHT Vice-President upon leaving her position as Director of Professional studies at Jesuïtes Sarrià-Escola Superior d’Hostaleria i Turisme Sant Ignasi in Barcelona, a new Vice-president had to be elected at the Executive Board meeting in November 2019 in Split. Sanne Huygens from Belgium took up the torch. Currently the attributions of Presidium members are as follows:

<b>Task portfolios of the AEHT Presidium members till the General Assembly in 2021</b>			
<b>Forename</b>	<b>Surname</b>	<b>Function</b>	<b>Tasks</b>
Remco	KOERTS	President	*Responsible for the official representation, the general communication and the coordination of AEHT affairs;  *In charge of providing support to the organizers and Head Judges of the Annual conferences and competitions as well as creating in that field synergies with other organizations.

<b>Task portfolios of the AEHT Presidium members till the General Assembly in 2021 (continued)</b>			
<b>Forename</b>	<b>Surname</b>	<b>Function</b>	<b>Tasks</b>
Ray	CULLEN	Vice-President	*Responsible for the relationship with existing Privileged Professional Partners (PPPs), the recruitment of new companies to strengthen the financial sustainability of the AEHT and the development of a “PPP market” at the Annual Conference; *In charge of the supervision and development of the competitions organized at the Annual Conference
Michel	LANNERS	Vice-President	*Responsible for launching an "Academic Program” for directors (and teachers) during the Annual Conference to make the event more attractive to them (based on the development together with experts of a conceptual or academic input in order to stimulate reflection in the field of future hospitality and tourism trends). *Responsible for providing assistance in administrative and legal matters regarding the establishment of the AEHT Head Office in Luxembourg
Neeme	RAND	Vice-President	*Responsible for IT Solutions & AEHT website
Ana Paula Sanne	PAIS HUYGENS	Vice-Presidents	*Responsible for the activation, coordination and stimulation of the AEHT National Representatives network and activities; * Responsible for analysing the demand for teacher placements in the future.
Klaus	ENENGL	Treasurer	*In charge of AEHT’s finances and accounts
Nadine	SCHINTGEN	General Secretary	*Responsible for the day-to-day management of the AEHT

## **8. AEHT meetings**

### **8.1. Virtual meetings of the Presidium**

Under the current Presidium nearly monthly Skype meetings (outside months with a physical Presidium meeting) have been introduced in February 2018 to make the management of the AEHT more efficient. For the academic year 2019/2020, following Skype meetings took place:

<b>2019</b>	<b>2020</b>
➤ September 11 <sup>th</sup> , 2019	➤ February 11 <sup>th</sup> , 2020
➤ October 8 <sup>th</sup> , 2019	➤ April 7 <sup>th</sup> , 2020
➤ December 11 <sup>th</sup> , 2019	➤ May 12 <sup>th</sup> , 2020
	➤ June 17 <sup>th</sup> , 2020

### **8.2. Physical meetings of the Presidium**

Due to the pandemic, the 2020 Summer meeting of the Presidium fell through, but following meetings could take place:

➤ November 12 <sup>th</sup> , 2019	Split (HR)
➤ January 22 <sup>nd</sup> , 2020	Senigallia (IT) - working session between Remco Koerts and Nadine Schintgen
➤ March 6 <sup>th</sup> , 2020	Aveiro (PT)

### **8.3. Meetings of the Executive Board**

• November 13 <sup>th</sup> , 2019	Split (HR)
• March 7 <sup>th</sup> , 2020	Aveiro (PT)

Reports covering these meetings may be found under the ‘Meetings and reports’ section on the AEHT web site [www.aeht.eu](http://www.aeht.eu).

### **8.4. General Assembly**

• November 14 <sup>th</sup> , 2019	Split (HR)
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Reports covering the General Assembly are available under the ‘Meetings and reports’ rubric on the AEHT web site.

## **9. Other representations**

It is a tradition that the Presidium is represented, as far as possible, by one of its members at AEHT events as well as at events organized by member schools under the aegis of the AEHT or other entities. Moreover, Presidium members seek to meet also with key actors to improve the performance and attractiveness of our association. However, as for all organisations, travelling to other countries was almost impossible between mid-March and mid-May 2020 and most events scheduled for 2020 were postponed till 2021. As a result, less representations could be done by Presidium members during the past academic year as in former years:

<b>Date</b>	<b>City</b>	<b>Event</b>	<b>AEHT Representative</b>
<b>2019</b>			
16 <sup>th</sup> to 19 <sup>th</sup> September	Maribor (SI)	Seminar for the WSET® (Wine and Spirit Education Trust) Level 1 and 2 - Awards in Wines and Spirits	-
23 <sup>rd</sup> – 24 <sup>th</sup> October	Prešov (SK)	Eurocup 2019 – 27 <sup>th</sup> edition of the Junior bartenders and barista competition organized in collaboration with the Prešov Cognac Academy	-
October 24 <sup>th</sup>	Luxembourg (LU)	Meeting in view of a potential collaboration as PPP with Francine Closener, General Secretary & Brand Image Promotion and Communication Coordinator at the Ministry of Foreign and European Affairs of Luxembourg	Nadine Schintgen
11 <sup>th</sup> – 16 <sup>th</sup> November	Split (HR)	32nd AEHT Annual Conference & Competitions	All Presidium members
1 <sup>st</sup> – 6 <sup>th</sup> December	Barcelona (ES)	28 <sup>th</sup> edition of the Christmas in Europe event	Remco KOERTS Ray CULLEN Nadine SCHINTGEN



Date	City	Event	AEHT Representative
<b>2020</b>			
January 20 <sup>th</sup> - 24 <sup>th</sup>	Maribor (SI)	1 <sup>st</sup> Hospitality Crossroads Erasmus Week for teaching staff, Maribor (SI)	-
January 22 <sup>nd</sup>	Senigallia (IT)	Launching of the event 'OPEN', a series of competitions fostering the inclusion of disabled students and Working session with Board members of RENAI in view of a closer collaboration with this Italian national network of Hotel and Tourism schools	Remco KOERTS Nadine SCHINTGEN
February 17 <sup>th</sup> - 18 <sup>th</sup>	The Hague (NL)	1 <sup>st</sup> edition of the International Competition 'Show me the concept' based on the creation of a concept related to a food truck, local specialties, 20/80 rule or meat or fish	Remco KOERTS
March 20 <sup>th</sup>	St. Pölten (AT)	Flair & Style Bartender contest	postponed due to the COVID-19 pandemic
March 31 <sup>st</sup> – April 2 <sup>nd</sup>	Bled (SI)	15 <sup>th</sup> Bartender G&T Competition 2020	postponed due to the COVID-19 pandemic
8 <sup>th</sup> - 11 <sup>th</sup> April	Castel San Pietro Terme (IT)	22 <sup>nd</sup> edition of the Bartolomeo Scappi International Competition (barista, bar, sommelier, pastry, cooking, oeno-gastronomic exhibition competitions)	postponed due to the COVID-19 pandemic
May	Portugal	7 <sup>th</sup> AEHT Youth Parliament on "Climate Change & the Hospitality, Travel and Tourism Industries"	postponed due to the COVID-19 pandemic
May	Famagusta (Island of Cyprus)	9 <sup>th</sup> edition of the HEG seminar for teachers and directors (for EQF level 5 and up) on "Enhancing training methodologies by the use of Simulators"	postponed due to the COVID-19 pandemic
May 18 <sup>th</sup> - 24 <sup>th</sup>	Senigallia (IT)	OPEN – student competitions & didactic and teacher training event	postponed due to the COVID-19 pandemic

## 10. AEHT database and publications

### 10.1. AEHT database

Currently, the AEHT reckons some 300 member accounts in its database. This number includes active (272) and inactive (28) accounts. The later are accounts of new members that got accepted but have not yet paid their annual subscription. Besides, there are 8 professional member and privileged professional partner accounts.

Due to the coming into force of the GDPR in May 2019, the whole structure of the database had to be changed that year to guarantee the entire security of private data of our members. The implementation caused some problems at first but is now running smoothly.

The AEHT database allows member schools to register directly for the AEHT Annual Conference and school account managers to include contact information of other colleagues, than their principal and the AEHT contact, enabling them to receive automatically - as all other registered persons - all official

emails sent by the AEHT Head Office. However, for the system to work, it is necessary that every school checks all data contained in its account at least once a year and updates those that have changed! This task, in previous years assumed by the AEHT Head Office, is now under the responsibility of each school.

For updating your information in the AEHT database, please refer to the following address: <https://www.aeht.eu/db>.

## **10.2. Use of Office 365**

According to Ahti Paju, the AEHT webmaster, there are many other platforms the AEHT could have used, but Office 365 offers, with one single account, a lot of interrelated platforms and various efficient tools (mail server, SharePoint, Online Office application, One Drive for Business - 1000 GB by user, Skype Business, Microsoft teams), that will make working together much easier and more efficient. Using Office 365 will take fewer operations to handle documents and allow several people to work on the same document. Besides, this platform is much more secure and supports many languages (training material exists in almost all EU languages). Moreover, for the AEHT, Office 365 Education is free of charge and its licence is unlimited.

For all these reasons, AEHT officials have decided in 2017 to switch to the Office 365 platform to stay professional and updated with the IT development of our times. It was agreed upon that the implementation would be carried out in several stages.

The first two steps have already been accomplished:

- 1<sup>st</sup> step: implementation of Office 365 by the AEHT Head Office during the 2<sup>nd</sup> semester of 2017.
- 2<sup>nd</sup> step: implementation of Office 365 by all Presidium members beginning of 2018.

We have now started the 3<sup>rd</sup> phase where, all members of the Executive Board will be required to make use of it.

## **10.3. AEHT electronic newsletters and AEHT promotional brochure**

Since End 2018, all AEHT newsletters are produced by means of the web-based presentation application Sway, which is part of the services offered by Office 365 and enables to combine text and media for more attractive online newsletters. Due to the pandemic, only one AEHT newsletter could be issued during the period 2019/2020 and published in October 2019 on the AEHT website ([www.aeht.eu](http://www.aeht.eu)) and Facebook account. The September 2020 edition was however already in full preparation at the end of the academic year 2019/2020.

From May 2019 to February 2020, the AEHT Presidium has been working on a new presentation brochure for our association. The brochure was printed in March and was so far only forwarded to Presidium members but should be made available also to all National Representatives after the pandemic, with the request to hand them over to their national members as well as to all potential school and professional members. A copy of the brochure might be downloaded under : <http://www.aeht.eu/en/presentation-of-the-aeht>.

## **10.4. AEHT Facebook account**

The Facebook page is available at the following address: <https://www.facebook.com/aeht.eu> and was followed End July 2019 by 3173 persons.

The total number of 'likes' rouse by 192 units (6,56 %) in one year; from 2927 on July 30th, 2019 to 3119 likes on July 30th, 2020.

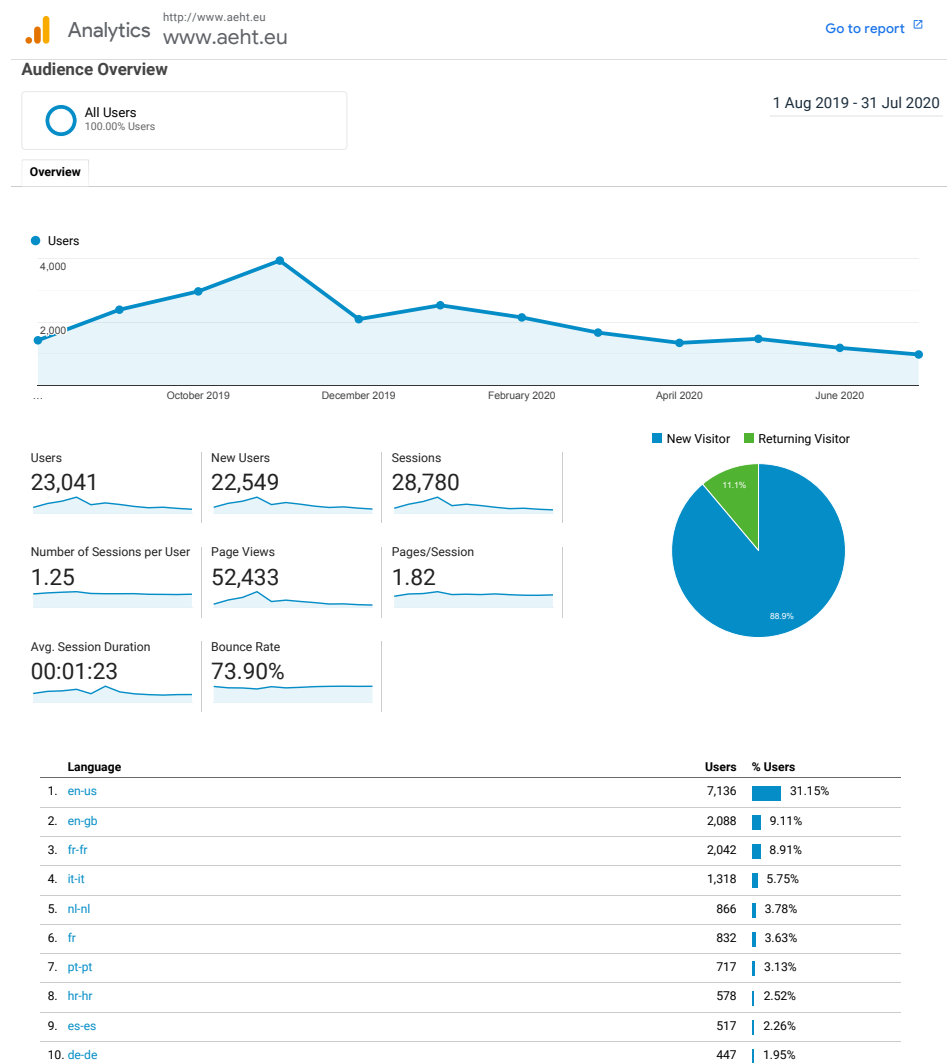
## 10.5. AEHT website ([www.aeht.eu](http://www.aeht.eu))

During the first semester of 2016, a new website had been put online by the AEHT webmaster, Ahti Paju, together with Klaus Enengl and Neeme Rand, both Vice presidents at that time. As the use of mobile phones (smartphones) and tablet computers had increased significantly, the IT team of the AEHT had created a platform facilitating access to the site from these media. This platform is now fully operational for several years.

Below you will find an overview of the characteristics of the website audience between 1<sup>st</sup> August 2019 and 31<sup>st</sup> July 2020.

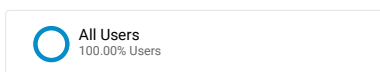
In brief, within the last academic year and, in comparison, with the previous year, the audience has increased by 30 % from 17.813 to 23.041 users, the number of sessions by 16,5 % from 24.256 to 28.780 and the page views by 5 % from 49.813 to 52.433. The graphic below shows that most traffic is reached on the AEHT web site during the first months of the academic year matching with the preparatory periods of the Annual conference and the Christmas in Europe event.

- Audience overview



- **Location of AEHT web site visitors:**

**Location**



1 Aug 2019 - 31 Jul 2020

Map Overlay

Summary



Country	Acquisition			Behaviour			Conversions <span>Goal 1: LaCasaDellaVisa</span>		
	Users	New Users	Sessions	Bounce Rate	Pages/Session	Avg. Session Duration	LaCasaDellaVisa (Goal 1 Conversion Rate)	LaCasaDellaVisa (Goal 1 Completions)	LaCasaDellaVisa (Goal 1 Value)
	23,041 (100.00%) (23,041)	22,563 (100.06%) (22,549)	28,780 (100.00%) (28,780)	73.90% Avg for View: 73.90% (0.00%)	1.82 Avg for View: 1.82 (0.00%)	00:01:23 Avg for View: 00:01:23 (0.00%)	0.00% Avg for View: 0.00% (0.00%)	0 % of Total: 0.00% (0)	€0.00 % of Total: 0.00% (€0.00)
1. France	1,994 (8.69%)	1,970 (8.73%)	2,331 (8.10%)	77.09%	1.70	00:01:08	0.00%	0 (0.00%)	€0.00 (0.00%)
2. Italy	1,617 (7.04%)	1,585 (7.02%)	2,156 (7.49%)	67.35%	2.14	00:01:46	0.00%	0 (0.00%)	€0.00 (0.00%)
3. India	1,118 (4.87%)	1,114 (4.94%)	1,233 (4.28%)	84.27%	1.25	00:00:49	0.00%	0 (0.00%)	€0.00 (0.00%)
4. Netherlands	1,085 (4.73%)	1,059 (4.69%)	1,607 (5.58%)	63.29%	2.15	00:01:28	0.00%	0 (0.00%)	€0.00 (0.00%)
5. Croatia	1,038 (4.52%)	931 (4.13%)	1,618 (5.62%)	62.18%	2.44	00:02:15	0.00%	0 (0.00%)	€0.00 (0.00%)
6. Portugal	925 (4.03%)	902 (4.00%)	1,238 (4.30%)	65.67%	2.08	00:01:41	0.00%	0 (0.00%)	€0.00 (0.00%)
7. United States	857 (3.73%)	853 (3.78%)	892 (3.10%)	88.00%	1.24	00:00:34	0.00%	0 (0.00%)	€0.00 (0.00%)
8. Belgium	845 (3.68%)	830 (3.68%)	1,017 (3.53%)	72.96%	1.72	00:01:01	0.00%	0 (0.00%)	€0.00 (0.00%)
9. Spain	726 (3.16%)	712 (3.16%)	885 (3.08%)	73.22%	1.63	00:01:28	0.00%	0 (0.00%)	€0.00 (0.00%)
10. Austria	724 (3.15%)	714 (3.16%)	961 (3.34%)	57.54%	2.27	00:01:22	0.00%	0 (0.00%)	€0.00 (0.00%)
11. United Kingdom	648 (2.82%)	641 (2.84%)	725 (2.52%)	78.90%	1.51	00:01:07	0.00%	0 (0.00%)	€0.00 (0.00%)
12. Estonia	527 (2.30%)	518 (2.30%)	790 (2.74%)	65.82%	2.78	00:02:21	0.00%	0 (0.00%)	€0.00 (0.00%)
13. Germany	476 (2.07%)	467 (2.07%)	547 (1.90%)	76.97%	1.88	00:01:28	0.00%	0 (0.00%)	€0.00 (0.00%)
14. Turkey	456 (1.99%)	453 (2.01%)	682 (2.37%)	71.26%	2.18	00:02:01	0.00%	0 (0.00%)	€0.00 (0.00%)
15. Slovenia	390 (1.70%)	367 (1.63%)	659 (2.29%)	58.27%	2.34	00:01:51	0.00%	0 (0.00%)	€0.00 (0.00%)
16. Poland	347 (1.51%)	342 (1.52%)	453 (1.57%)	67.99%	2.15	00:01:41	0.00%	0 (0.00%)	€0.00 (0.00%)
17. Romania	305 (1.33%)	304 (1.35%)	333 (1.16%)	85.59%	1.38	00:01:17	0.00%	0 (0.00%)	€0.00 (0.00%)
18. Luxembourg	300 (1.31%)	295 (1.31%)	452 (1.57%)	62.83%	2.37	00:02:08	0.00%	0 (0.00%)	€0.00 (0.00%)
19. Greece	299 (1.30%)	299 (1.33%)	372 (1.29%)	77.96%	1.67	00:01:28	0.00%	0 (0.00%)	€0.00 (0.00%)
20. Pakistan	248 (1.08%)	249 (1.10%)	273 (0.95%)	84.25%	1.47	00:01:06	0.00%	0 (0.00%)	€0.00 (0.00%)
21. Ireland	233 (1.01%)	231 (1.02%)	338 (1.17%)	70.41%	1.91	00:01:33	0.00%	0 (0.00%)	€0.00 (0.00%)
22. Switzerland	226 (0.98%)	224 (0.99%)	265 (0.92%)	76.98%	1.82	00:01:21	0.00%	0 (0.00%)	€0.00 (0.00%)

## 11. Electronic communication

During the academic year 2019/2020, the AEHT Head Office has sent out fewer official mailings (some 30 mailings compared to the 60 sent out in average in previous years) to member schools as most events were cancelled/postponed and the Head Office stayed closed for a longer period.

## 12. Erasmus Plus Programme

The project proposal (No **2019-2-LU01-KA105-050159**) submitted End April 2019 at ANEFORÉ, the Erasmus Plus Agency in Luxembourg in charge of youth mobility projects, in view of an EU co-funding for the Christmas in Europe event held in 2019 in Barcelona (ES), was approved on July 10<sup>th</sup>, 2019. A preparatory meeting for the event took place with most of the partners during the AEHT Annual Conference in Split (HR).

The project itself was carried out according to the criteria of the programme and the requirements of the call for tender 2019. We took special care to increase the integration of young people, including disadvantaged youngsters (whether from a social, economic, medical, educational, cultural and / or geographical point of view) in all phases of the project, as well as to promote European citizenship and tolerance among young people by encouraging their socialization with a very varied group of students and their encounter with a very cosmopolitan population with different ways of life and customs.

This event was a great success amongst youngsters and their educators and has enjoyed great popularity and good coverage in several media (articles in newspapers, Internet sites and varied social media, aso.). The final project report was filed September 23<sup>rd</sup>, 2020 with the Luxembourg Agency and the AEHT is waiting for its approval.

During the first months of 2020, an officer from the Institute of Technology in Waterford, Patrick Lynch, set up a new project with the help of AEHT General Secretary Nadine Schintgen to obtain co-financing for the Christmas in Europe event scheduled for December 2020 in Waterford (IE). Due to the pandemic, the project proposal could not be finalized, and the event had to be postponed to December 2021.

The community grant represents a significant financial support for both the organizers and participants of the event and we wish to thank the Luxembourg Agency ANEFORÉ for their support in the setting up of the project and the European Commission for the means put at our disposal to improve the organization of our Christmas in Europe events as well as to ease the participation of all AEHT member schools, even those with poor financial means.

Diekirch, October 26<sup>th</sup>, 2020



Remco KOERTS  
AEHT President



Nadine SCHINTGEN  
AEHT General Secretary

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